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**AMENDMENT**

TO: USPTO/ Examiner S. Willett, Group 2141

FAX: (703) 872-9306

TEL: (703) 308-5230

FROM: Edmond A. DeFrank

DATE: March 21, 2005

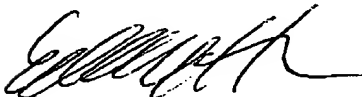
RE: **AMENDMENT UNDER 37 CFR 1.111**  
Serial No. 09/855,209  
Our Docket No. 10007891-1  
Entitled: **SYSTEMS AND METHODS FOR PROVIDING  
SUPPORT SERVICES TO USERS OF PROGRAMMABLE  
DEVICES**  
Filed: 05/14/2001  
By: Robert Sesek

Pages: 9 (NOT including cover sheet)

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Please find attached an amendment under 37 CFR 1.111 for the above matter in response to the Office Action dated December 21, 2004. Also is attached is a Transmittal Letter.

Thank you.



Edmond A. DeFrank

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P. O. Box 272400  
Fort Collins, Colorado 80527-2400

## PATENT APPLICATION

ATTORNEY DOCKET NO. 10007891-1

IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Robert Sesek

Confirmation No.: 2798

Application No.: 09/855,209

Examiner: S. Willett

Filing Date: May 14, 2001

Group Art Unit: 2141

Title: SYSTEMS AND METHODS FOR PROVIDING SUPPORT SERVICES TO USERS OF  
PROGRAMMABLE DEVICES

Mail Stop Amendment  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

## TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment ( ) Petition to extend time to respond  
( ) New fee as calculated below ( ) Supplemental Declaration  
(X) No additional fee  
( ) Other: \_\_\_\_\_ (fee \$ \_\_\_\_\_)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	20	MINUS	20	= 0	X \$50	\$ 0
INDEP. CLAIMS	5	MINUS	5	= 0	X \$200	\$ 0
I FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$360	\$ 0
EXTENSION FEE	1ST MONTH \$120.00	2ND MONTH \$450.00	3RD MONTH \$1020.00	4TH MONTH \$1690.00		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

(X) I hereby certify that this paper is being transmitted  
to the Patent and Trademark Office facsimile  
number (703) 872-9306 on March 21, 2005  
Number of pages: 9

Typed Name: Edmond A. DeFrank

Signature: 

Robert Sesek

By 

Edmond A. DeFrank

Attorney/Agent for Applicant(s)

Reg. No. 37,814

Date: March 21, 2005

Telephone No.: (818) 885-1575

Serial No.: 09/916,755  
Attorney Docket No.: 10004604-1

## CERTIFICATE OF TRANSMISSION

I hereby certify that this paper and every paper referred to therein as being transmitted via facsimile to: (703) 872-9306 Commissioner for Patents, Washington, DC 20231,

on February 17, 2005 (Date of Deposit) 9 (No. of pages)

Edmond A. DeFrank

By

  
Signature

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MAR 21 2005

PATENT

Attorney Docket No: 10004604-1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

James W. Barmettler

Serial No.: 09/916,755

Group Art Unit: 2179

Filed: July 26, 2001

Examiner: A. Queler

For: **PRINTING A WELL-DEFINED SUBSET OF AN HTML PAGE**

AMENDMENT UNDER 37 CFR 1.111

Hon. Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated November 17, 2004, please enter the following amendments for the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of the claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.